NN/LM
National Network of Libraries of Medicine
New England Region

New England Sounding Line

DOCLINE®: It's Better than Ever!

by John A. Stey, Associate Director

On July 17, 2000 DOCLINE Version 1.0 became a reality. The new DOCLINE retains all of the previous functionality and incorporates several new features enabling users to expedite the ILL process and manage their access to the system. The Collection Access Services department at NLM and the DOCLINE/SERHOLD® Coordinators in the eight regions deserve a round of applause.

Ed Donnald has been working with the EFTS consultant to incorporate the DOCLINE changes into EFTS. We apologize for the short delay in mailing the August EFTS statements and hope to be back on our regular schedule by October. Non-QuickDOC users are encouraged to download the new File Transaction Builder program at **http://nnlmner.uchc.edu/efts/resources.html** if you plan to send ILL transaction data to your EFTS directory.

The cool nights and back-to-school rituals indicate that fall meetings are just around the corner. The NER staff will be traveling to consortia meetings and look forward to seeing many of you at NAHSL in Newport, RI on October 22nd-24th. Remember to stop by the NN/LM™ booth at NAHSL to say hi and find out what new services we can expect from NLM in the future. Cecilia Durkin, Consumer Health Librarian at NLM, will provide the NLM Update at NAHSL on Tuesday morning the 24th. The Annual Resource Library Directors meeting will also be held at NAHSL on Sunday the 22nd. Any agenda items or concerns should be sent to John Stey at **stey@nso.uchc.edu**.

In addition to NAHSL, several events of note are worth marking on your calendars. Please call the NER office at 1-800-338-7657 for more details on these events.

"Creative Marketing: Promoting Library Resources and Services", Dartmouth College's Biomedical Libraries October Conference for New England Librarians, October 12, 2000, Hanover, NH.

"Health Literacy 101 for Health Professionals", Thursday November 2, 2000, Grand Summit Hotel & Conference Center, Bartlett, NH. Co sponsored by Northern New Hampshire AHEC, Northeastern Vermont AHEC, NN/LM NER and Dartmouth Hitchcock Medical Center. **http://www.nnhahec.org**

"The Myth and Reality of Electronic Publishing" teleconference, Wednesday, November 15, 2000, 1:30-3:00 p.m at the Connecticut Hospital Association and other sites around New England. **http://www.mlanet.org/education/telecon/myth_telecon.html**

"Cybermedicine: Empowering Providers and Patients", the HealthTech information technology conference, November 17, 2000, Baystate Medical Center, MA. Featured speakers include Warner Slack, MD of Harvard University and James Cimino, MD of Columbia University.

"The Public Library and Consumer Health: Meeting Community Needs Through Resource Identification and Collaboration.", January 10-11, 2001, Hyatt Regency, Capitol Hill, Washington DC. Sponsored by the NLM, Medical Library Association (MLA), and Public Library Association (PLA).

Connecticut	Maine	Massachusetts	New Hampshire	Rhode Island	Vermont

Check us out on the World Wide Web at http://www.nnlm.nlm.nih.gov/ner/

MEDLINE*plus*: Good Information is Good Medicine
by Pam White, Consumer Health Coordinator

The National Library of Medicine posted a rede-signed version of MEDLINE*plus*® to the web on August 24. The redesigned version follows extensive user feedback and a profes-sional site evaluation. The site is much im-proved, with a stream-lined home page (Fig. 1), easier navigation, five major content areas, and reorganized health topic pages.

Fig. 1 MEDLINEplus Home Page

A search box is featured in the navigation bar at the top of each page, along with a Site Map, background information on MEDLINE*plus*, and an Advanced Search mode (Fig. 2). The Advanced Search option allows Exact or Closely matched results of All or Any search terms entered. Searchers may specify a search of All MEDLINE*plus* or limit the search to Health Topics and Drug Information.

The Advanced Search mode allows results to be displayed with Brief or Full records. Full records show how many search terms were found at the top of each document, along with the document's URL, date, and file size. Brief records, the default display of search results, simply show links to health topics. Five major content areas are shown as buttons in the navigation area: Health Topics, Drug Information, Dictio-naries, Directories, and Other Resources.

The **Health Topics** page (Fig. 3) lists topics by broad groups and by frequently requested topics. Search-ers may select a letter of the alphabet or List of All

Fig. 2 Advanced Search Results

by Edward Donnald, Network Coordinator

It Wasn't That Bad Now, Was It?

Congratulations! I wish to thank all of the DOCLINE users in New England for their efforts in making the transition to the new DOCLINE system. July 17th came and is now drifting into the history books as ILL departments are becoming more comfortable with the new way of doing business. Once QuickDOC users get the new QD4Win program installed, slated for release in October, life should be well again.

The first couple of weeks after DOCLINE 1.0 went to production, there was a steady stream of calls to the office looking for a little guidance on things like the proper userid and password, how to verify citations, updating requests properly, uploading to EFTS and the issue of SERHOLD and UCMP. For those of you with whom I spent time on the phone, thank you for your patience. Virtually all of the comments about the new interface were favorable and people appreci-ated what NLM has done to DOCLINE. Of course there were suggestions, and I passed those on to NLM. An enhancement is scheduled for this Fall. I'm confident that the partnership between the network users and NLM will produce a valuable and useful tool for ILL.

By now, DOCLINE users should have a complete and accurate DOCUSER® record, including a review of their routing table. Users should also have requested a copy of their Journal Holdings, the report available under SERHOLD. Corrections and changes can then be entered as time permits. I have heard from several librarians that this will "take a long time" and of course they don't have any. The proverb says "A journey begins with but a step" and the process of bringing your SERHOLD records up to date is no different. Do a few at a time, eventually you will finish. I've also talked to quite a few librarians who thought that access to their holdings and the ability to maintain them was a wonderful thing.

If you are not quite as comfortable with the new system as you'd prefer, don't get frustrated. Give me a call and I'll be more than happy to answer your questions, walk you through a particular aspect of the system or reassure you that you are doing things correctly.

Is It Deactivated Or Is It Closed?

When you look at your DOCLINE routing table, you may see two different formats and wonder what they mean. If the institution name is in all caps, that just means that they haven't gone into their DOCUSER record and changed it to sentence case. This is strictly a formatting issue and has no affect on routing. However, if you see the six letter LIBID in lower case enclosed in brackets, e.g. [ctuurm], this means that the library is currently not an active DOCLINE participant. Initially, this did in fact mean that the library had closed and was a good candidate for elimination, making more room in your table. That may not be the case any more. The NER office now has increased administrative capabilities which include the ability to deactivate a library's DOCLINE account. For libraries that will be unstaffed for at least a week, e.g. the librarian goes on a much needed vacation, they can contact the NER office and we will deactivate their account so incoming loans won't sit there for a day before being rerouted. For a week in August, the Mass. College of Pharmacy needed to stop DOCLINE activity and they appeared as [maumpb]. But they were viable lenders again the following Monday. The NER would urge libraries to verify, either through the grapevine or to call the office, that a library is in fact closed and not just on vacation before deleting them from their routing table. If you have questions or would like to deactivate your DOCLINE account for a period of time, please contact Ed Donnald at 860-679-4793 or **donnald@nso.uchc.edu**

Power to the People

Of all the wonderful improvements the new DOCLINE system has given us, the ability to maintain the ever important Routing Table has to be near the top. Libraries can now tweak their poten-tial lenders and the NER's involvement in the process is a fraction of what it once was. In the time it previously took to make substantial changes to one table, the office has approved over 80 changes during the last month. One key component to the system, your routing table can now be dynamic and powerful in your quest for lenders. If you are unsure about how to make changes to your DOCLINE routing table or have questions call 860-679-4793 or e-mail at **donnald@nso.uchc.edu**

SERHOLD and Routing
by Ed Donnald, Network Coordinator

Dating back to 1983, there was a conscious programming decision made with RML approval to purposely omit the years from the UCMP data sent to SERHOLD when volume numbers were available. This was done because the old SERHOLD record devoted 50 characters to the holdings statement and due to the detail/length of UCMP statements, the only way to make them fit was to leave off the years.

Now that libraries have access to their SERHOLD records, libraries in Region 01 and 08 are now in the process of completing their SERHOLD holdings statements by filling in the years. This applies to the 'permanent retention' of titles when volumes and years are listed out as opposed to the "limited retention" where libraries indicate "Last 5 years."

There is a concern that once a library goes through it's records and fills in the years, a future batch update from UCMP will overwrite their efforts and remove the years. At this point, UCMP has no plans to do batch updating of SERHOLD. UCMP has indicated to it's members that it will take changes submitted to them this year and will update the library's SERHOLD record, including the years when available. Essentially they will log on to the new system and change the record instead of the library having to do it. There will be no charge for this service. Beginning next year, there will be a fee associated with UCMP updating SERHOLD records for a library. UCMP will not go back and fill in the missing years for holdings statements in SERHOLD for records that have no changes.

The question has been raised of how will a DOCLINE request route if only the year is given and not a volume? There needs to be a match between the information given in a request and a potential lenders holdings statement.

If the requester included only a volume and didn't put in a year, it would not route to any library that for some reason only listed a year (permanent retention) or listed "Last 5 years" (limited retention).

If the requester included a year and no volume, then the request would not route to any library that only listed volumes in their statement.

Try and verify as much as possible and supply both volume and year when making a request. That way it will consider all of your potential lenders.

Holdings statement lists:

Request/Search has:	Volume only	Volume &Year	Year only "Last 5 years"
Volume only	match	match	no match
Year only	no match	match	match
Volume & Year	match	match	match

For searching, the same applies. If you search SERHOLD using Years as a limit, it will consider statements that list specific years as well as "Last x years" but not ones that only have a volume listed.

Later this Fall, NLM will release two additional SERHOLD reports. They will be "Holdings by Library Group" and "Holdings by State." These reports will be generated on a quarterly basis and then made available when requested by a library. This means that the information in those reports will be accurate as of the date they were run, not requested by the library. This will have the same currency that the microfiche from UCMP did. However, when a search for a particular title limited to a State/Group set of LIBIDs etc. is run, the results are current with holdings reported in the system There are plans to make available a report of holdings in USMARC format but the details are still in the planning and discussion stages.

If you have any questions about SERHOLD or would like to discuss your situation, please contact Ed Donnald at 860-679-4793 or **donnald@nso.uchc.edu** or John Stey at 860-679-4795 or **stey@nso.uchc.edu**

EFTS Status

One of the summer's hottest questions, besides "Is DOCLINE really live?" was "What do we do about EFTS?" In June, the NER began to make preparations to accommodate the changes in DOCLINE. They created a new EFTS Transaction File Builder Program. It would accept the new six letter LIBIDs, a variety of request numbers (the old abc-1234567890 as well as the new 123456) as well as allow users to enter requests, save the file, reopen the file and add more records to it. This means a library really only needs to send one file to the EFTS. Changes were also made to the database to accommodate the new data formats. These changes took a little longer than expected which is why the statements for August were sent out two weeks late. The NER would ask that everyone carefully look at their 200008 statement. There were many libraries that uploaded files containing the old libid format and were not able to be processed. They will need to be resubmitted. A library can either edit the file by hand, replacing the libids, or for those using QuickDOC, when Jay Daly releases the new QD4Win, at this point slated for mid-October, they can import the old data and create a file that spans several months. The NER anticipates that things should be back to normal by the November run. If you submitted a file that wasn't processed, have questions about the File Builder Program, or want to talk about this transitional period, please give the office a call at 860-679-4500 or e-mail at **efts@nnlmner.uchc.edu**.

New DOCLINE Survival Links
http://www.nnlm.nlm.nih.gov/libinfo/docline/

Having trouble with the new DOCLINE? Perhaps the NN/LM New DOCLINE Survival Links page can help. Topics covered include:

- Components
    - Requests-Borrowing and Lending
    - DOCUSER-Library fax, address, routing table,etc
    - SERHOLD-Serials holdings
    - Loansome Doc-Patron management
- DOCLINE-L
- System Requirements
- Information and Frequently Asked Questions
- QuickDOC

EPayment?

Some of you may have noticed at the top of an incoming DOCLINE request, the word Epayment beside the words DOCLINE Journal Copy and wondered what that meant. NLM included this new field in the DOCUSER record to give an indication to the lending library that the borrower belongs to the regional electronic payment system, if the region has one. In the case of Regions 01 & 08, that means EFTS. The idea behind the field is that libraries won't have to type "EFTS" in the comments field for all outgoing requests. To find the Epayment field in your DOCUSER record, click on the Interlibrary Loan tab and choose the drop down menu ILL Services. The NER and MAR offices have gone through and checked off the box for those who participate in EFTS so the Epayment designation should reliably indicate EFTS participation, but because this is a field that a library can change, the participants list on the EFTS website should be considered the ultimate authority. **http://nnlmner.uchc.edu/efts/ resources.html**

SERHOLD Question

How can I use a SERLINE UI number in DOCLINE to save keying time?

You can enter the former SERLINE UI into the NLM Unique ID field in the Unique Key window (REQUESTS / Borrow / Unique Key) and in the NLM Unique ID field in SERHOLD / Search/ Update/Add or in SERHOLD / Search/View. However, NLM is encouraging libraries to begin using the new NLM Unique IDs.

The SERLINE UI, also called the TCN or Title Control Number, can be searched in both Requests and SERHOLD.

The TCN is recorded in LOCATOR*plus*® and it is also in a lot of other vendor systems (such as OCLC). All records will have an NLM Unique ID. Bibliographic records created October 1998 and later will have only an NLM Unique ID.
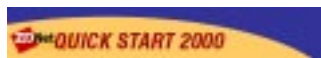
Computer-Related Online Tutorials
by Nancy Putnam, Outreach Coordinator

As librarians we of course know how to use all the new technology, software, hardware, etc. that is available to our patrons, don't we! Well just in case something may have slipped by or for the occasion when time will not permit us to teach every individual that asks, I have found a couple of great free online tutorials for a large variety of computer-related subjects. The following is a short list of sites that I have run across. Please feel free to contact the RML office with other free tutorial sites that you have found helpful for publication in future NESL editions.

http://www.freeskills.com — This site provides free online training on a large variety of computer-related subjects. There are over 200 courses to choose from in the following topics: Microsoft, Unix, Lotus, Novell, Macintosh, Corell, Desktop (material relating to operating systems), Databases (Oracle, Access, Foxpro etc.), Programming, Internet, Graphics, Desktop Publishing, Contact Management, Accountancy, Softskills (time management, stress counseling and personal development).

All of the courses have been professionally developed by training companies with years of experience in their fields. To view the courses, it is recommended to use the latest version of your browser and the most recent version of Adobe Acrobat Reader. The company also offers budding training course providers the opportunity to add their courses to the site if interested. Visit **http://www.freeskills.com/ hostcourse** for further details.

http://www.zdnet.com/quickstart — ZDNet: Quick Start 2000 offers guides to help you get the most out of new technology. Guides are available for the following topics: Virus, Security Protection, PC Performance, Wireless Devices, Internet Connections, Software, PC Desktop, Macintosh, Handheld, PDA, Digital Camera, Scanner, Printer, Netcam, Internet, E-Mail, MP3 Player, CD-Rewritable, DVD, PC Games, PlayStation, Dreamcast, and Nintendo 64. You'll find helpful hints on set up and troubleshooting as well as links to the top free downloads, books, and other great resources online.

http://www.aarp.org/comptech — Although geared toward the senior population, this site is valuable for any user. The learning sections features quick tips, how to's, Expedition Internet, FAQ's, and a glossary. It also contains reviews for hardware, software, gadgets, books, and websites. The news section makes sense of computer news and of course there is the ever present discussion forums.

NOTC Training
by Daniel Dollar, Education Coordinator

The National Online Training Center will be back in New England this fall to lead the one-day PubMed® training course, "Keeping Up with NLM's PubMed."

Two classes will be taught in Farmington, Connecticut at the UConn Health Center on November 6th and 7th. This is an excellent opportunity to receive PubMed training, plus its FREE. To participate just go to the NOTC web site at **http:// www.nnlm.nlm.nih.gov/mar/online/** and complete the simple online registration form.

In addition the January-April 2001 NOTC Training schedule has been announced in the NLM Technical Bulletin at **http://www.nlm.nih.gov/pubs/ techbull/current_issue.html**

The Spring schedule for New England:

Keeping Up with NLM's PubMed, the NLM Gateway and ClinicalTrials.gov
　　　BOSTON, MA　　　　　　March 12, 2001

TOXNET on the Web (New one-day course offering from NOTC)
　　　BOSTON, MA　　　　　　March 13, 2001

Go to NOTC at **http://www.nnlm.nlm.nih.gov/ mar/online/** to sign-up for these courses. Don't wait, register TODAY!

Topics to access a thesaurus. Health Topics are arranged hierarchically. Common subsections within each topic are: From the National Institutes of Health, General/Overviews, Clinical Trials, Diagnosis/Symptoms, Prevention/Screening, Specific Conditions/Aspects, Treatment, Organizations, Statistics, and Español/Spanish. The left side of each Health Topics page offers links to subsections, NIH organizations, MEDLINE® searches, and MEDLINE*plus* related pages.

Links to full text in Health Topics offer descriptive information about who produced the content. This may help users identify which link most suits their needs. When a link is selected, a new window opens up so as not to confuse authorship with the National Library of Medicine.

Drug information is supplied by the United States Pharmacopeia through Micromedix. Contents of the US DI and US Pharmacopeia: Advice for the Patient can be browsed by first letters of a brand name or generic drug. Most of the brand names have cross references to a generic drug. Full text sections for each drug include: Brand Names, Category (class of drug), Description, Before Using this Medication, Proper Use of This Medication, Precautions While Using This Medicine, and Side Effects of This Medicine.

Fig. 3 Health Topics

Dictionaries include links to individual dictionaries as well as lists of dictionaries. An encyclopedia, three general medical dictionaries, a multi-lingual medical glossary, a glossary from the Office of Rare Diseases, and pharmacological dictionary are featured.

Directories are listed for Physicians and Other Health Professionals and for Hospitals and Other Health Facilities.

Other Resources includes links to Organizations providing health information, Consumer Health Libraries providing services to local residents, Publications/News, a selection of Databases, and MEDLINE.

Some points to remember when searching MEDLINE*plus*:
· Links to full text information are screened for quality by librarians.
· Users should be aware that their search is not limited to the Health Topics section.
· Users should be reminded the site is for educational purposes only and must not be interpreted as medical advice.

For further information on the redesign of MEDLINE*plus*, please see *Marill, J. MEDLINEplus Site Redesigned. NLM Tech Bull. 2000 Jul-Aug;(315):e4.*
http://www.nlm.nih.gov/pubs/techbull/ja00/ja00_medlineplus.html

The following link offers a tour of MEDLINEplus: **http://www.nlm.nih.gov/medlineplus/tour/tour.html**

http://www.nlm.nih.gov/pubs/techbull/tb.html

Articles:
- Hands On - Using Limits in a PubMed Search - e1
- NLM Online Training Program - e3
    January-April 2001 schedule of NLM Online Services Training classes.
- MEDLINE*plus* Site Redesigned - e4
- OLDMEDLINE® Database Moves Back in Time - e5

Technical Notes - e2:
- New Sort Capability Added to PubMed
- New LinkOut Display Format in PubMed
- Toxicology: New Subset for PubMed Searching

HSL NH/VT now has a listserv

The NER would like to welcome the HSL NH/VT to their new listserv. The consortia accepted the offer of the NER to host a list on their server in the office. The list was created in mid-August and as word got out, people were signing up. Anne Conner, President of HSL NH/VT said "This is great. We're very excited about using the list to improve communication amongst our members."

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Return Address Correction Requested